

NEIGHBORHOOD SATISFACTION SURVEY

Objective:

To assess the level of satisfaction of residents and understand their quality of life issues

Intended Use:

This survey is used by individuals and groups working to devise neighborhood interventions based on resident-identified issues. The survey can also be used as a pre-post survey to measure the degree that residents perceive change resulting from interventions at the neighborhood level.

Audience:

- Members of community partnerships working on neighborhood-based interventions

Outcome:

- The survey will provide information about neighborhood issues that will lead to appropriate interventions. When used as a post-intervention survey it will measure resident perception of their effectiveness.

Context:

Often neighborhood interventions are undertaken without adequately asking residents about their hopes and concerns. Working in neighborhoods requires the trust and support of the people living there. Residents who live in challenged neighborhoods often are disengaged from neighborhood life and distrust outsiders, even those with good intentions. A strategy such as the Neighborhood Satisfaction Survey, which engages residents in the discussion of goals, is a critical first step in building credibility.

The Neighborhood Satisfaction Survey identifies issues experienced by residents of a neighborhood. It is scaled to facilitate tracking of progress impacting those concerns.

The survey reflects a composite of issues that, over time, residents in many neighborhoods have identified as concerns. It does not measure interior or exterior property issues, which are addressed with separate tools. This survey deals with drug and alcohol use, crime and violence, neighborhood and civic involvement, length of time in the neighborhood, home ownership, and other related issues.

The Process

The survey is designed to be used when community outreach workers meet with residents on a one-on-one basis. The worker can explain that the

information will be used to address issues that the residents identify as important. In this way, the tool becomes part of a relationship-building strategy instead of an intrusive data-collection process.

Some workers report that using the tool and recording answers as they are given works well and complements the relationship-building. Others say that they are more comfortable asking the questions in the context of a general discussion with residents and then recording the information later. While the latter approach may enhance the relationship-building, it might also result in less accurate recorded responses.

The collected information should be analyzed to identify trends and key issues. As noted above, it can also be used to determine residents' perception of change at the completion of the neighborhood intervention.



POINTERS:

- Don't compromise the relationship-building with residents for the benefit of the data collection
- Use the survey as a tool to elicit information from residents and deepen the understanding of key issues, as well as the resident's willingness to participate in solving problems
- Use the survey at the completion of the neighborhood intervention as well as at the beginning to assess progress

NEIGHBORHOOD SATISFACTION SURVEY

1. How many people live here with you? (include yourself) _____
2. Are there children in the house? (circle one) Y N If yes, how many? _____
(Go to question #4 if there are no children in the house)
3. Write down the number of children in each age group
0-5 _____ 6-12 _____ 13-15 _____ 16-20 _____
4. Write down the number of people in each age group that live in your house (include yourself)
21-30 _____ 31-40 _____ 41-54 _____ 55 and over _____
5. How long have you lived in or near this location? (circle one)
(a) Less than 6 months (b) 6 to 11 month (c) 1 to 2 years
(d) 3 to 5 years (e) 6 to 10 years (f) Over 10 years

How would you rate each of the following in your neighborhood?

	Very Good	Good	Neither Good or Bad	Bad	Very Bad
6. Condition of Homes					
7. Condition of Yards					
8. Adequacy of Lighting					
9. Cleanliness of the Area					
10. Feelings of Safety					
11. Friendliness of Neighbors					
12. Quality of Public Services					
13. Quality of Schools					
14. Congregation of People/Kids on Street					
15. Noise					
16. Access to Transportation					

If you've lived here 1 year or more, have any of the following changed in the last year?

(Go to question #17 if you have lived here less than 1 year)

	Much Better	Slightly Better	The Same	Slightly Worse	Much Worse
6a. Condition of Homes					
7a. Condition of Yards					
8a. Adequacy of Lighting					
9a. Cleanliness of the Area					
10a. Feelings of Safety					
11a. Friendliness of Neighbors					
12a. Quality of Public Services					
13a. Quality of Schools					
14a. Congregation of People/Kids on Street					
15a. Noise					
16a. Access to Transportation					

17. Do you belong to a Neighborhood Association or Block Watch? (circle one) Y N
18. Are you currently involved in any Civic Association? (circle one) Y N
19. Are you registered to vote in this location? (circle one) Y N
20. Do you feel friendly with people on your block? (circle one) Y N

Administrative Use Only

Date: _____

Neighborhood Code: _____ Survey No. _____

Location: _____

Language: English ____ Spanish ____ Other _____

21. How often do you speak with your neighbors? (circle one)
 (a) Daily (b) Every 2-3 days (c) Weekly (d) Every 2-3 weeks
 (e) Monthly (f) Every 2-3 months (g) Yearly (h) Never
22. What do you like best about this neighborhood? (circle only one, write in other if top reason is not listed)
 (a) Safety (b) Community spirit/friendliness (c) Convenient location (d) Schools
 (e) Cleanliness of streets and homes (f) Parks (g) Other _____
23. Do you agree, "If something is wrong in my neighborhood, my neighbors will fix it." (circle one)
 (a) Strongly agree (b) Agree (c) No opinion (d) Moderately disagree (e) Strongly disagree
24. Would you recommend this neighborhood to other people as a good place to live? (circle one) Y N
25. How safe do you feel in your neighborhood? (circle one)
 (a) Safe (b) Somewhat safe (c) Uneasy (d) In fear
26. How serious a problem is crime in your neighborhood? (circle one)
 (a) Serious (b) Somewhat serious (c) Not at all serious
27. How would you describe the problem of drug abuse in your neighborhood? (circle one)
 (a) Crisis (b) Serious problem (c) Minor problem (d) Not a problem
28. In the last year has there been more or less drug abuse? (circle one)
 (a) More (b) Same (c) Less
29. How often do you see people drunk or high on drugs? (circle one)
 (a) Often (b) Once a month (c) Rarely (d) Never
30. How often do you see people selling drugs? (circle one)
 (a) Often (b) Once a month (c) Rarely (d) Never
31. In the past 12 months has anything been taken from you? (circle one) Y N
32. If an item was taken from you, did this happen in your neighborhood? (circle one) Y N
33. In the past 6 months have you been attacked? (circle one) Y N
 (Go to question #35 if you were not attacked in the past 6 months)
34. If you were attacked in the last 6 months, did this happen in your neighborhood? (circle one) Y N
35. Please indicate if the following illegal or threatening activities are: Not a Problem, Needs Improvement, or Unsatisfactory on your block.

Illegal or Threatening Activities	Not a Problem	Needs Improvement	Unsatisfactory
a. Speeding Traffic			
b. Cars Spinning Donuts			
c. Abandoned Vehicles			
d. Vandalism			
e. Thefts			
f. Assaults			
g. Graffiti			
h. Noise			
i. Drinking on Private Property			
j. Alcohol Containers Left in Street			
k. Hazardous Chemicals Present			
l. Fighting Dogs			
m. Domestic Violence			
n. People Intimidating Others			
o. Prostitution			
p. Gangs			
q. Drug use			
r. Drug Dealing			
s. Drug Paraphernalia/Remnants on Street			